

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s):	Oumar Nabe et al.	:
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		: Art Unit: 3696
Serial No.:	09/828,414	:
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		: Examiner: Felten, Daniel S.
Filed:	April 6, 2001	:
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		:
For:	METHODS AND SYSTEMS FOR	:
	CUSTOMER RELATIONSHIP	:
	MANAGEMENT	:

**AMENDMENT**

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

In response to the Office Action dated August 6, 2008, please amend the above-identified patent application as follows and consider the following amendment and remarks: